



**City of Kerrville**

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**FOR IMMEDIATE RELEASE**

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**Library to Use Collection Agency**

**Kerrville (June 18, 2013)** – On the recommendation of the Butt-Holdsworth Memorial Library Advisory Board, City Council enacted at its January 8, 2013 meeting the use of a collection agency to help encourage patrons with overdue fines and materials to bring their accounts into good standing with the Library. Patrons whose accounts hold a fine balance greater than \$25.00, and have not made payments towards their account for more than 30 days may be turned over to a collection agency. The cost of this service will be passed on to each patron whose account will be handled by the collection agency.

This new policy was developed with fairness to all Library patrons in mind. Materials not returned are not available for others to use or borrow. Also, if materials are not returned, in most cases, money from the Library budget is used to replace them. This same money could much better be used to purchase new items for patron use instead of replacing non-returned items.

“We hope this practice will encourage all patrons to return items by the due date, and to clear any outstanding fines,” said Laura Bechtel, Library Director. “We provide different ways in which patrons may extend their due date if they need more time.” Most Library items may be renewed in person, by telephone, or via the Library’s website. Items, excluding

electronic devices, may be returned at the outside book drop when the Library is closed.

Fines may be paid by cash or check at the Circulation desk.

Patrons will still be notified by the Library that their materials are overdue, and have ample time to respond prior to being turned over for collection. Unique Management Services (UMS) has been selected as the collection agency for the Library. UMS works with libraries throughout the United States and specializes in the recovery of fines and overdue materials and has an excellent record of treating patrons professionally.

The Library is serious about recovering fines and overdue materials. Fortunately, only a very small percentage of patrons using the library do not return materials or pay fines as agreed. This new policy will not effect the vast majority of patrons who resolve account issues in a timely manner.

The Library is committed to providing excellent services and having materials available that patrons desire. For additional information contact Ashlea Boyle, Special Projects Coordinator at 830.258.1153 or visit the city's website at [www.kervilletx.gov](http://www.kervilletx.gov).

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